THE MANDATE

§ 147-33.72B. Planning and financing State information technology resources.

(a)   In order to provide a systematic process for meeting the State's technology needs, the State Chief Information Officer shall develop a biennial State Information Technology Plan (Plan). The Plan shall be transmitted to the General Assembly by February 1 of each regular session.

(b)   The Plan shall include the following elements:

(1)   An inventory of current information technology assets and major projects currently in progress. As used in this subdivision, the term "major project" includes projects subject to review and approval under G.S. 147-33.72C, or that cost more than five hundred thousand dollars ($500,000) to implement.

(2)   An evaluation and estimation of the significant unmet needs for information technology resources over a five-year time period. The Plan shall rank the unmet needs in priority order according to their urgency.

(3)   A statement of the financial requirements posed by the significant unmet needs, together with a recommended funding schedule for each major project currently in progress or recommended for initiation during the upcoming fiscal biennium.

(4)   An analysis of opportunities for statewide initiatives that would yield significant efficiencies or improve effectiveness in State programs.

(c)   Each executive agency shall biennially develop an agency information technology plan that includes the information required under subsection (b) of this section. The Office of Information Technology Services shall consult with and assist agencies in the preparation of these plans. Each agency shall submit its plan to the State Chief Information Officer by October 1 of each even-numbered year. (2004-129, s. 2.)

THE PLAN

Executive Summary

Our Statutory Charge

The Department of Administration, often referred to as the "business manager" of state government oversees such operations as the acquisition and disposal of real property, building construction, purchase and contract of goods and services with an emphasis on historically underutilized businesses, the disposal of state and federal surplus property, management of state owned vehicles, parking, processing and delivery of mail, facility maintenance, and police protection for state government property.

Additionally, DOA hosts a variety of boards and commissions that advocate for citizens of North Carolina including the NC Human Relations Commission, NC Commission of Indian Affairs, NC Council for Women, Historically Underutilized Business Office, Youth Advocacy and Involvement Office, and the Domestic Violence Commission. Other citizen service organizations within the department include Veterans Affairs and Non-Public Education. Additionally, the department is home to the Agency for Public Telecommunications.

Our Mission

To provide high quality services effectively, efficiently and economically for our customers who are the citizens, agencies and communities of our state.

Our Vision

Through the amalgamation of effective leadership, sound management and exceptional customer service, DOA seeks to achieve:
- efficiency in the operation of government business processes;
- effective partnerships with our sister agencies in government; and
- excellent service to those citizens who need assistance and advocacy services.

Our Operational Directions and Results

Many of the business operations performed in DOA depend on sound technology infrastructure. Much of the business of DOA is accomplished in the following divisions:

- Purchase and Contract is the central purchasing authority for state government and certain other entities, including cities and counties.

- The State Construction Office directs the state's capital improvement program. .

- The State Property Office is responsible for state government's acquisition and disposition of all interest in real property.

- The Division of Veterans Affairs assists veterans, survivors, and their families in the presentations, processing, proof, and establishment of claims, privileges, rights, and benefits, as they may be entitled under federal, state, or local laws. There are more than 750,000 veterans living in North Carolina. Combined with the survivors and dependents, this Division provides assistance to approximately 35% of the state's population.

- The Division of Non-Public Education oversees private schools and home schools in North Carolina. This Division monitors over 39,000 non-public schools, service over 169,000 students.

- The Division of Motor Fleet Management purchases, maintains and repairs state-owned vehicles that are permanently assigned to state agencies or that are available in a centralized location to state employees in the performance of their official duties. Alternative fuel vehicles comprise more than 35% of the total fleet of over 8,500.

- The Division of Facility Management provides maintenance and repairs services to the state government complex as well as other facilities in outlying areas around the city of Raleigh. This Division provides maintenance and repair to 146 buildings and over 3,064 pieces of equipment.

The business of the DOA, therefore, touches not only other government agencies and institutions but also many of the citizens of the State. Technology plays a major role in allowing the department to conduct its business in an efficient and effective manner.

Major Factors Influencing the Plan

DOA as well as other state agencies will need to address technology expectations associated with statewide requirements and initiatives.

BEACON Project

Under the direction of the State Controller's Office, the state is preparing for the implementation of a new Financial system. The project is currently in the design phase. Each agency must have its internal technology and associated processing in place in order to utilize the system when it goes online in 2010.

e-Procurement

The contract between Accenture and ITS to provide the e-Procurement system expires in 2010. Therefore, DOA's Division of Purchase and Contract could be affected if a decision is made to replace the system.

IT Consolidation

On July 1, 2006, DOA became a part of the first phase of a statewide agency consolidation project. DOA IT staff were transferred to ITS, and DOA centralized its entire IT applications staff into the MIS division. DOA MIS now focuses on its internal applications and their relationship to the business of the department. It also coordinates with ITS any efforts involving infrastructure that may affect DOA.

NCID – North Carolina Identity Management

Single User ID for all business transactions within the State of North Carolina will be utilized in remediation of existing applications and development of new applications.

Single e-mail System

Single e-mail system for the State of North Carolina may require modifications to existing systems that directly interface with the legacy system. At a minimum, imbedded mailing addresses will have to be changed.

Statewide Uniform Certification Program

 The North Carolina Statewide Uniform Certification Program for Historically Underutilized Businesses (HUB) and Minority /Women Business Enterprises (M/WBE), N.C.G.S. 143-128.4, will require either modifications to the Interactive Purchasing System's Vendor Link component or a new system.

Current Situation and Desired State of Major IT Applications

Current Projects

DOA MIS is in the requirements gather phase for the North Carolina Statewide Uniform Certification Program. An analysis is also being done on UNC GA's Capstat and State Construction's Interscope systems to determine if it is cost effective to integrate the input of construction data into HUB Office's HUBSCO system. Also, a single vendor registration interface for e-Procurement and the Interactive Purchasing System is being

jointly studied by Accenture and DOA MIS.

Applications

DOA has 50 applications identified in the UMT/Application Portfolio. Twenty are identified as statewide critical, 12 as department critical, and 17 as program critical.

Major Initiatives and Investments

With IT consolidation being so new within DOA, management will seek to monitor the processing, effectiveness and cost of the consolidation effort before commitments are made for any major initiatives that support our business objectives. DOA will prioritize all initiatives upon a review of the resources required, both human and fiscal, and after an assessment of the criticality of the initiative to the operation of the Department.

Several business units within DOA will require upgrades or new application initiatives during the 2009-2011 biennium. They are as follows:

Historically Underutilized Businesses (HUB)

The North Carolina Statewide Uniform Certification Program for Historically Underutilized Businesses (HUB) and Minority /Women Business Enterprises (M/WBE), N.C.G.S. 143-128.4, will require either modifications to the Interactive Purchasing System's Vendor Link component or a new system. Assistance will be needed from the DOA MIS application staff as well as ITS in order to identify the detailed business requirements and technical infrastructure. Therefore, a cost estimate is not included.

Purchase and Contract (P&C)

Enhancements are needed to P&C's Interactive Purchasing System (IPS). The system is currently used to notify potential bidders of commodity requirements. It is also used to make bids available to state agencies, universities and community colleges through an electronic means. The current system was designed circa 1998. Assistance will be needed from the DOA MIS application staff as well as ITS in order to identify the business requirements and technical infrastructure. Therefore, a cost estimate is not included.

Purchase and Contract (P&C)

Single vendor registration interface for e-Procurement and the Interactive Purchasing System. Assistance is needed from Accenture, DOA MIS and ITS in order to identify the business requirements and technical infrastructure. Therefore, a cost estimate is not included.

State Parking Systems Division

State Parking will have two major initiatives. (1) A new parking deck, housing approximately 1,200 spaces, will be constructed in the downtown Government Complex. The estimated cost for the automation of the equipment for the parking deck is approximately $250,000. (2) There is a need for the current parking computer system to be updated. The current system does not interface with the North Carolina Accounting System (NCAS) or BEACON. Assistance will be needed from the DOA MIS application staff as well as ITS in order to identify the business requirements and technical infrastructure. Therefore, a cost estimate is not included.